

KALAMAZOO COUNTY COURTS TRAINING NEEDS – SURVEY

May 2003

The Circuit Court and Probate Court have a strategic planning work group looking at training issues. We recognize this is an area that has not been a priority in the past and we would like your input to help us decide where to concentrate our efforts. Please indicate what your opinion is for these subjects. Feel free to select any area of interest, even if it doesn't apply directly to your position. **You can complete the survey on line, save it and e-mail it to Sue King ... or print out the survey and complete it by hand and return it to the administrative assistant at your site.**

Please return completed survey by May 23, 2003.

To complete on line: check a box by clicking in the gray box with your mouse;
type on a line by clicking in the gray field and typing.

1. Training About the Law	Most Needed	Needed	Not Needed
a. Domestic relations – Divorce/Custody/Paternity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Child protective proceedings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Criminal law	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Delinquency proceedings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Adoptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Decedent's Estates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Guardianships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Conservatorships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Name changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Understanding the Court Rules	Most Needed	Needed	Not Needed
a. Domestic relations – Divorce/Custody/Paternity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Child protective proceedings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Criminal law	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Delinquency proceedings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Adoptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Decedent's Estates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Guardianships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Conservatorships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Name changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Understanding the Court Systems

	Most Needed	Needed	Not Needed
a. Overview of the Michigan court system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Circuit Court jurisdiction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. District Court jurisdiction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Probate Court jurisdiction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Kalamazoo County court system interaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Technology

	Most Needed	Needed	Not Needed
a. Using the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Basic computer skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Using E-mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Understanding our telephones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Faxes / copy machines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. LCD Projectors and Overhead Projectors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Community Resources

	Most Needed	Needed	Not Needed
a. Substance abuse services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Community Mental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Family Independence Agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. United Way agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Dispute resolution services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Circuit and Probate Court Programs

	Most Needed	Needed	Not Needed
a. Drug Treatment Courts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Juvenile Home operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Friend of the Court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

d. Intensive Learning Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. In-Home Care Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. CASA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Probate Advocates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Customer Service

	Most Needed	Needed	Not Needed
a. Giving advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Angry customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Providing directions to other building locations/courts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Personal Security

	Most Needed	Needed	Not Needed
a. De-escalation/crisis prevention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Bomb threat training/types of bombs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Personal Growth

	Most Needed	Needed	Not Needed
a. Commitment to excellence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Attitude – Win/Win	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Adding value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Proactive thinking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Professional Development

	Most Needed	Needed	Not Needed
a. Presentation skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Effective communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Teamwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Planning/organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Problem solving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Grant writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

g. Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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11. New Employee Orientation for Court Information	Most Needed	Needed	Not Needed
a. Location of policies, forms, web site, court users guide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Comp time/overtime rules, leave of absence forms and rules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Review policies such as code of ethics, dress code, use of county/court equipment, security materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Additional suggested areas of training

13. Suggestions of staff that could provide training
(indicate area of expertise)

14. Suggestions of persons outside the court that could provide training
(indicate area of expertise)

15. Do you feel there is adequate cross-training for your position, where you would feel comfortable with a co-worker performing the basic functions of your position in your absence?

☐yes ☐no Comment: _____

Please return completed survey
to either the administrative assistant at your site or to Sue King by May 23, 2003.

THANK YOU!